Schedule 10 Appendix A - Service Level Tables
Service Level Requirements

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the “RFP”)

effective _____ 2018

between

The Office of the United Nations High Commissioner for Refugees

and Contractor

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Criticality and Priority Matrices

Based on the ITIL framework, UNHCR has defined and uses criticality levels for Incident Management and escalation and has defined priority levels for Change Management, as defined in the ITIL framework.

Impact

Impact is common to both Incident Management and Change Management. The following table describes the levels of impact that are considered:

Rank	Description
Severe (UNHCR Wide)	Impact is organizational wide or multiple business units.
Significant (Country, Division)	Impact affects country(s) or division(s) or multiple business units.
Localized (Users)	Single office or less than 20 users.

Incident Criticality

UNHCR uses the following matrix to determine the criticality of an Incident or Service Failure.

Incident Criticality		Impact		
		Severe (UNHCR Wide)	**Significant (Country, Division)**	**Localized (User Level)**
Urgency	High	C1	C2	C2
	Medium	C2	C3	C3
	Low	C3	C4	C4

Change Priority

All requests for change have a priority assigned that is based on the impact and urgency of the requested change.

Urgency

The following table describes the levels of urgency that are considered:

Rank	Description
Immediate	Organization disruption and/or degradation of business critical services. Treat as emergency change.
High	Severely affecting large numbers of users or some key users. No workaround available.
Medium	No severe impact but rectification cannot be deferred until the next scheduled release/maintenance window or upgrade.
Low	A change is justified and necessary, but can wait until the next scheduled release/maintenance window or upgrade.

Priority Matrix

The following table shows how the combination of impact and urgency are used to assign priority to a Request For Change.

Incident Criticality		Impact		
		Severe (UNHCR Wide)	**Significant (Country, Division)**	**Localized (User Level)**
Urgency	Immediate	Emergency	Emergency	Emergency
	High	Major	Major	Major
	Medium	Minor	Minor	Minor
	Low	Standard	Standard	Standard

Response Levels

The following table describes the response levels expected for a Request For Change based on their relative priority.

Response Level	Priority	Description
C1	**Emergency**	Organization disruption and/or degradation of business critical services, i.e. emergency change.
C2	**Major**	Severely affecting large numbers of users or some key users. No workaround available, i.e. urgent change.
C3, C4	**Minor**	No severe impact but rectification cannot be deferred until the next scheduled release/maintenance window or upgrade, i.e. extended scheduled change or urgent change.
C5	**Standard**	All non-emergency changes, i.e. local, pre-approved and scheduled changes.

Service Credit Allocations	%	Service Credit Allocation	% of Invoice
At Risk Amount Percentage (all monthly recurring invoiced services)	15%		
At Risk Pool Percentage Across Service Towers	150%		
At Risk Pool Percentage for Allocation for Infrastructure Services	75%		
Data Center Platform and Network Management Services		80%	9.00%
Decentralized (Site) Server and Network Management Services		0%	0.00%
End User Device Services		10%	1.13%
Telephony Services		0%	0.00%
Video Conferencing Services		0%	0.00%
Security Services Services		10%	1.13%
Subtotal Service Credit Allocation for CPIs		100%	11.25%
At Risk Pool Percentage for Allocation for Global Service Desk Services	75%		
Customer Satisfaction		25%	2.81%
Time to Assign		25%	2.81%
Time to Respond		25%	2.81%
Time to Resolve		25%	2.81%
Subtotal Service Credit Allocation for CPIs		100%	11.25%
Governance			
Cross Functional Services			
Project Services			
At Risk Pool Percentage for Allocation Total	150%		

UNHCR
Data Centre Platform and Network Management Services SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
SERVER POOLS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of Data Center infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Data Centre Server Pool 1	**CPI**	**10%**	**1.13%**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Data Centre Server Pool 2	**CPI**	**10%**	**1.13%**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Data Centre Server Pool 3	**CPI**	**10%**	**1.13%**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Data Centre Server Pool 4	**CPI**	**10%**	**1.13%**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
WINDOWS / LINUX SERVERS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of Data Center infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Data Centre Windows and Linux Servers	**KPI**	**N/A**	**N/A**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Data Centre Windows and Linux Servers	**KPI**	**N/A**	**N/A**	**Silver**	**24x7**	**99.00%**	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 days	95% Response within 8 hours; 100% Resolution within 2 days							
Cloud Windows and Linux Servers	**KPI**	**N/A**	**N/A**	**Bronze**	**24x7**	**N/A**	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 days	95% Response within 8 hours; 100% Resolution within 2 days							
HYPERVISOR SERVERS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of ICT infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Data Centre Hypervisor Servers	**KPI**	**N/A**	**N/A**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
STORAGE	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of Data Center infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Data Centre Storage / Storage Area Network	**CPI**	**15%**	**1.69%**	**Platinum**	**24x7**	**99.95%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 days							
Data Centre Direct-Attached Storage Devices (DASD)	**KPI**	**N/A**	**N/A**	**Gold**	**24x7**	**99.50%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 days							
Data Centre Tape Library	**KPI**	**N/A**	**N/A**	**Silver**	**24x7**	**99.00%**	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 days	95% Response within 8 hours; 100% Resolution within 2 days							
NETWORK	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of ICT infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Data Center Network (Safehost)	**CPI**	**15%**	**1.69%**	**Platinum**	**24x7**	**99.95%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Headquarters Core Network	**CPI**	**10%**	**1.13%**	**Platinum**	**24x7**	**99.95%**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Disaster Recovery Network	**KPI**	**N/A**	**N/A**	**Silver**	**24x7**	**99.00%**	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 days	95% Response within 8 hours; 100% Resolution within 2 days							
DATA BACKUP AND RECOVERY	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
Backup Timeliness	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	98% of all daily / nightly / weekly backups completed free of errors and omissions									
Restoration Timeliness	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	98% of all restorations completed within 24 hours of notification									

UNHCR
Data Centre Platform and Network Management Services SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
SERVICE REQUESTS	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Service Requests to the Contractor.	The time from when GSD assigns a Service Request to the Contractor, to the time the Contractor responds confirming to the Service Request originator that the Service Request has been assigned to an appropriate functional or technical analyst and is being worked on.	Support management system used by the Contractor or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Infrastructure Service Requests.	Total Fees for Infrastructure Support and Maintenance activities in that month.
Soft IMACs	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	95% response within 4 hours 100% resolve within 8 hours	95% response within 1 business day 100% resolve within 5 business days	95% response within 1 business day 100% resolve within 5 business days							
Hard IMACs	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	95% response within 4 hours 100% resolve within 8 hours	95% response within 1 business day 100% resolve within 5 business days	95% response within 1 business day 100% resolve within 5 business days							
Other Data Centre Platform and Network Managed Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	1 hour Response	4 hours Response	8 hours Response							
Total		**80%**	**9.00%**													

UNHCR
Data Centre Platform and Network Management Services SLAs
Data Center Server Pools

Server Pool	Pool Name	#	Server Name	Application / Role	Type	Comment
Data Center Server Pool 1						
Data Center Server Pool 2						
Data Center Server Pool 3						
Data Center Server Pool 4						

To be populated at contract time

UNHCR
Decentralized Server and Network Management Services SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
WINDOWS / LINUX SERVERS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of Data Center infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Site Windows and Linux Servers	**KPI**	**N/A**	**N/A**	**Bronze**	**24x7**	**N/A**	N/A	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
HYPERVISOR SERVERS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of ICT infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Site Hypervisor Servers	**KPI**	**N/A**	**N/A**	**Bronze**	**24x7**	**N/A**	N/A	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
STORAGE	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of Data Center infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Site Network-Attached Storage (NAS)	**KPI**	**N/A**	**N/A**	**Bronze**	**24x7**	**N/A**	N/A	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
NETWORK	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure high availability of ICT infrastructure managed by the Contractor.	Availability of infrastructure in scope = ((Agreed Service Time - Down Time) / Agreed Service Time) x 100%	Automated systems maintained by the Contractor.	Monthly	Monthly	Infrastructure under responsibility of the Contractor as described in the Agreement.	Total recurring fees for all contracted services.
Site Core Network	**KPI**	**N/A**	**N/A**	**Bronze**	**24x7**	**N/A**	N/A	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Site Local-Area Network	**KPI**	**N/A**	**N/A**	**Best Effort**	**24x7**	**N/A**	N/A	95% response within 2 hours Best Effort	95% Response within 4 hours; Best Effort							
SERVICE REQUESTS	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Service Requests to the Contractor.	The time from when GSD assigns a Service Request to the Contractor, to the time the Contractor responds confirming to the Service Request originator that the Service Request has been assigned to an appropriate functional or technical analyst and is being worked on.	Support management system used by the Contractor or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Infrastructure Service Requests.	Total Fees for Infrastructure Support and Maintenance activities in that month.
Decentralized Services	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	N/A	4 hours response for sites on Declared Emergency Status 8 hours Response Otherwise	4 hours response for sites on Declared Emergency Status 1 Day Response							
Total		**0%**	**0.00%**													

UNHCR

End User Device Services SLAs

SLA Types:

CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan

KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan

GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	%of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
END USER DEVICES	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
End User Device Dispatch (Full Service)	**CPI**	**10%**	**1.13%**	**N/A**	**UNHCR Business Hours 7:00 AM - 7:00 PM**	**N/A**	N/A	95% response within 1 hour at the desk side	95% response within 4 hours at the desk side							
VIP End User Device Dispatch (Full Service)	**KPI**	**N/A**	**N/A**	**N/A**	**UNHCR Business Hours 7:00 AM - 7:00 PM**	**N/A**	N/A	100% response within 30 minutes at the desk side	100% response within 1 hour at the desk side							
Soft IMACs	**KPI**	**N/A**	**N/A**	**N/A**	**UNHCR Business Hours 7:00 AM - 7:00 PM**	**N/A**	95% response within 4 hours 100% resolve within 8 hours	95% response within 1 business day 100% resolve within 5 business days	95% response within 1 business day 100% resolve within 5 business days							
Hard IMACs	**KPI**	**N/A**	**N/A**	**N/A**	**UNHCR Business Hours 7:00 AM - 7:00 PM**	**N/A**	95% response within 4 hours 100% resolve within 8 hours	95% response within 1 business day 100% resolve within 5 business days	95% response within 1 business day 100% resolve within 5 business days							
Other End User Device Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**UNHCR Business Hours 7:00 AM - 7:00 PM**	**N/A**	4 hours Response	8 hours Response	16 hours Response							
Total		**10%**	**1.13%**													

UNHCR
Telephony Services SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
TELEPHONY INCIDENTS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
Data Center Telephony Incidents	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Site Core Telephony Incidents	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Site LANTelephony Incidents	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	95% response within 2 hours Best Effort	95% Response within 4 hours; Best Effort							
TELEPHONY SERVICE REQUESTS	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
Data Center Telephony Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	95% response within 4 hours 100% resolve within 8 hours	95% response within 1 business day 100% resolve within 5 business days	95% response within 1 business day 100% resolve within 5 business days							
Site Core Telephony Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	4 hours response for sites on Declared Emergency Status 8 hours Response Otherwise	4 hours response for sites on Declared Emergency Status 1 Day Response							
Site LANTelephony Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	Best Effort	Best Effort							
Total		**0%**	**0.00%**													

UNHCR
Video Conferencing Services SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
VIDEO CONFERENCING INCIDENTS	**N/A**	**N/A**	**N/A**	**Level**	**Hours**	**Availability**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
Video Conferencing Incidents	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	95% response within 30 minutes 100% Resolution within 2 hours	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Site Core Video Conferencing Incidents	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	95% response within 2 hours 100% Resolution within 4 hours	95% Response within 4 hours; 100% Resolution within 1 day							
Site LAN Video Conferencing Incidents	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	95% response within 2 hours Best Effort	95% Response within 4 hours; Best Effort							
VIDEO CONFERENCING SERVICE REQUESTS	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
Data Center Video Conferencing Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	95% response within 4 hours 100% resolve within 8 hours	95% response within 1 business day 100% resolve within 5 business days	95% response within 1 business day 100% resolve within 5 business days							
Site Core Video Conferencing Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	4 hours response for sites on Declared Emergency Status 8 hours Response Otherwise	4 hours response for sites on Declared Emergency Status 1 Day Response							
Site LAN Video Conferencing Service Requests	**KPI**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	Best Effort	Best Effort							
Total		**0%**	**0.00%**													

UNHCR
Security Services SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Targets						Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
SECURITY	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Incidents to the Contractor.	The time from when GSD assigns an Incident to the Contractor, to the time the Contractor responds confirming to the Incident originator that the Incident has been assigned an appropriate functional / technical analyst and is being worked on.	Support management system used by Global Support Desk or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Desktop Incidents	Total recurring fees for all contracted services.
Proactive ICT Security Remediation	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	98% of proactive remediation activites, covering updates, patches and/or manual fixes implemented on all servers and workstations identified as in-scope for the change within 14 calendar days from time the Request For Change is approved.									
Emergency ICT Security Remediation	**CPI**	**10%**	**1.13%**	**N/A**	**24x7**	**N/A**	98% of emergency and reactive remediation activites following a major ICT security incident or virus outbreak, covering updates, patches and/or automated fixes implemented on all servers and workstations identified as in-scope for the change within 24 hours from time the Request For Change is approved.									
SERVICE REQUESTS	**N/A**	**N/A**	**N/A**	**N/A**	**Hours**	**N/A**	**C1**	**C2**	**C3, C4, C5**	To ensure a consistently prompt response time once Global Service Desk refers Service Requests to the Contractor.	The time from when GSD assigns a Service Request to the Contractor, to the time the Contractor responds confirming to the Service Request originator that the Service Request has been assigned to an appropriate functional or technical analyst and is being worked on.	Support management system used by the Contractor or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Infrastructure Service Requests.	Total Fees for Infrastructure Support and Maintenance activities in that month.
Security Services	**KPI**	**N/A**	**N/A**	**N/A**	**24x7**	**N/A**	1 hour Response	4 hours Response	8 hours Response							
Total		**10%**	**1.13%**													

UNHCR

Global Service Desk SLAs

SLA Types:

CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan

KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan

GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Target			Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base/Method
Average Speed to Answer	**KPI**	**N/A**	**N/A**	**<=45 seconds**			To ensure a consistently prompt reaction to the initiation of requests and reporting of incidents to the Service Desk via telephone.	The time it takes a Service Desk Agent to answer a telephone call to the UNHCR Service Desk from the time the call is received by the Provider's ACD. The SLA required is based on an average (mean) of all calls received by the Service Desk, regardless of Service Location, caller location, day of the week, or time of day.	Contractor's ACD system logging of time between receipt of the call from UNHCR's ACD system to answer by Service Desk Agent.	Monthly	Monthly	All telephone calls received by the Service Desk during Hours of Operation as specified in this SoW	Total recurring fees for all contracted services.
Abandonment Rate	**KPI**	**N/A**	**N/A**	**<=5%**			To ensure a consistently prompt reaction to the initiation of requests and reporting of incidents to the Service Desk via telephone.	The percentage of calls to the Service Desk that are not answered by a Service Desk agent during agreed service hours, excluding phone calls where the caller disconnected the call within 10 seconds of being received by the provider's ACD.	Contractor's ACD system logging of calls received from UNHCR's ACD system but never answered by a Service Desk agent.	Monthly	Monthly	Number of inbound calls answered by the Service Desk / number of inbound calls to the Service Desk where time in ACD >= 10 seconds	Total recurring fees for all contracted services.
First Contact Resolution Rate	**KPI**	**N/A**	**N/A**	**<=75%**			To ensure that Incidents and Service Requests that are resolvable by the Service Desk are Resolved promptly thereby increasing UNHCR staff productivity.	The Resolvable Tickets that are Resolved by the Service Desk during the First Contact between the Authorized User and the Service Desk.	UNHCR ITSM Application data	Monthly	Monthly	All Resolvable Tickets received by the Service Desk during the reporting period.	Total recurring fees for all contracted services.
Average Customer Satisfaction Rating	**CPI**	**25%**	**2.81%**	**>=3.44**			To ensure that UNHCR staff are satisfied with the service provided by the Contractor to respond to and fulfill Service Requests and	This is the average score for all completed and submitted Customer Satisfaction Surveys submitted for Tickets that were resolved by the Service Desk. Measured as the average score, on a scale of 1 to 4 (1 being very dissatisfied, 2 being dissatisfied, 3 being satisfied and 4 being very satisfied) of all completed and submitted Customer Satisfaction Surveys.	UNHCR ITSM Application	Quarterly	Quarterly	All Customer Satisfaction Surveys completed during the reporting period for Tickets Resolved by the Service Desk.	Total recurring fees for all contracted services.
Average Call Duration	**GPI**	**N/A**	**N/A**	**Year 1: <=12**	**Year 2: <=10**	**Year 3: <=8**	To ensure that the Service Desk is making efficient use of time and are promptly Resolving Tickets or promptly escalating those tickets that are not	The amount of time Service Desk agents spend on each support phone call. Measured as an average of all call durations during the given reporting period.	Contractor's ACD system logs	Monthly	Monthly	All inbound telephone calls between the Service Desk and a support Requestor.	Sum of duration of all inbound telephone calls / total number of inbound telephone calls
Call On-Hold Time	**GPI**	**N/A**	**N/A**	**<=2 minutes**			To ensure that the Service Desk is providing efficient service and is efficient in utilizing on-hold time for researching support documentation in order to provide a Resolution or to escalate the Ticket appropriately.	The average time spent on-hold (placed on-hold by a Service Desk Agent) for each telephone call to/from the Service Desk that is placed on-hold.	Contractor's ACD system logs	Monthly	Monthly	All inbound and outbound telephone calls between the Service Desk and a support Requestor.	Total time on hold for all calls / number of calls placed on-hold
Time to Assign	**CPI**	**25%**	**2.81%**	**95% in less than 15 minutes**			To ensure that Incidents and Service Requests are routed efficiently to a group for Resolution in order to minimize the time between a request for support and a fulfillment of a Request or Resolution of an Incident.	The time it takes a Service Desk Agent to assign a new ticket in the ITSM Application that was auto-created by a user sending an e-mail to the UNHCR Service Desk.	UNHCR ITSM Application	Monthly	Monthly	All Tickets auto-created in the ITSM Application via incoming e-mails and all Tickets created by the Service Desk in the ITSM Application from incoming telephone calls.	Difference, in minutes, between time the ticket is created in the ITSM Application and the time it is first assigned to a group for Resolution.
Time to Acknowledge	**KPI**	**N/A**	**N/A**	**Avg <=30 minutes**			To ensure that UNHCR Staff are aware that their request for assistance has been received and is being dealt with in a timely manner.	The average time it takes the Service Desk to accept or reject a ticket assigned to the Service Desk. This is measured as the elapsed time, during Service Desk hours of operation, between a ticket being assigned to the Service Desk and being accepted by a Service Desk Agent.	UNHCR ITSM Application	Monthly	Monthly	All Tickets auto-created in the ITSM Application via incoming e-mails and all Tickets created by the Service Desk in the ITSM Application from incoming telephone calls.	Difference, in minutes, between the time the ticket is assigned to the Service Desk and the time it is accepted by a Service Desk Agent.
Time to Respond	**CPI**	**25%**	**2.81%**	**C3 Incidents and Requests 95% within 45 minutes**	**C4 Incidents and Requests 95% within 45 minutes**	**C5 Incidents and Requests 95% within 45 minutes**	To ensure that UNHCR Staff receive a prompt response to their Service Request or Incident and ultimately a quick Resolution	The time it takes to respond to the support requestor with a phone call or e-mail (e-mail response to arrange a time to discuss or to request further information) from the time the ticket was Accepted by the Service Desk Agent. Automatic e-mail responses do not qualify as a response for the purposes of this SLA.	UNHCR ITSM Application	Monthly	Monthly	All Tickets assigned to the Service Desk in the ITSM Application.	Calculation method to be determined and mutually agreed during the Transition Phase
Time to Resolve (Resolvable at the Service Desk)	**CPI**	**25%**	**2.81%**	**C3 Incidents and Requests 95% within 2 hours, 100% within 4 hours**	**C4 Incidents and Requests 95% within 4 hours, 100% within 8 hours**	**C5 Incidents and Requests 95% within 4 hours, 100% within 8 hours**	To ensure that UNHCR Staff receive a prompt resolution to their Incident or a prompt fulfillment of their Service Request.	The time it takes the Service Desk to Resolve a Ticket from the time the Ticket was created in the ITSM Application according to the following incident severity scale:	UNHCR ITSM Application	Monthly	Monthly	All Tickets accepted by the Service Desk in the ITSM Application.	Difference between time Ticket accepted by Service Desk and time Ticket marked as Resolved in the ITSM Application.
Time to Update User Account	**KPI**	**N/A**	**N/A**	**C1 Incidents and Requests 95% within 2 hours, 100% within 4 hours**	**C2 Incidents and Requests 95% within 4 hours, 100% within 8 hours**	**C3, C4, C5 Incidents and Requests 95% within 4 hours, 100% within 8 hours**	To ensure that UNHCR Staff receive a prompt resolution to their Incident or a prompt fulfillment of their Service Request.	The time from receiving requests to add, change or disable user accounts until the property changes are completed.	UNHCR ITSM Application	Monthly	Monthly	All Tickets accepted by the Service Desk in the ITSM Application.	Difference between time Ticket accepted by Service Desk and time Ticket marked as Resolved in the ITSM Application.
Time to Unlock Account or Update / Reset Password	**KPI**	**N/A**	**N/A**	**All Requests 95% within 15 minutes**			To ensure that UNHCR Staff receive a prompt resolution to their Incident or a prompt fulfillment of their Service Request.	The time from receiving requests to unlock accounts until the changes are completed	UNHCR ITSM Application	Monthly	Monthly	All Tickets accepted by the Service Desk in the ITSM Application.	Difference between time Ticket accepted by Service Desk and time Ticket marked as Resolved in the ITSM Application.
Incorrect Assignments	**KPI**	**N/A**	**N/A**	**C3 Incidents and Requests- less than 1%**	**C4 Incidents and Requests - less than 1%**	**C5 Incidents and Requests - less than 1%**	To ensure that UNHCR Staff receives timely resolution to the reported incident or request	Number and percentage of incidents incorrectly assigned to an incorrect resolution group	UNHCR ITSM Application	Monthly	Monthly	All Tickets accepted by the Service Desk in the ITSM Application.	Number and percentage of incidents and requests that are rejected by the resolution group
Incorrect Resolution (Ticket Marked as Resolved but Not Resolved)	**KPI**	**N/A**	**N/A**	**C3 Incidents and Requests- less than 1%**	**C4 Incidents and Requests - less than 1%**	**C5 Incidents and Requests - less than 1%**	To ensure that UNHCR Staff receives the correct resolution to the reported incident or request	Number and percentage of incidents, incorrectly resolved or re-opened, according to the end-user	UNHCR ITSM Application	Monthly	Monthly	All Tickets accepted by the Service Desk in the ITSM Application.	Number and percentage of incidents and requests that are rejected or re-opened by the end-user

UNHCR
Global Service Desk SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Target	Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base/Method
Total		**100%**	**11%**								

UNHCR
Governance SLAs

SLA Types:
CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan
KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan
GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Target	Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
Personnel Fill Rate	**GPI**	**N/A**	**N/A**	**Contractor provides:** **□90% of the requested Personnel (with agreed profiles) within the agreed timeframe as defined in the Agreement (or if less than 10 Personnel members requested during a Measurement Interval: maxium one (1) Personnel member was not provided within the agreed timeframe); and** **□100% of the requested Personnel members provided within the agreed timeframe extended by two (2) weeks.**	Have qualified Personnel readily available to perform the Services.	Personnel started working within lead times as stipulated in the Agreement including any Statement of Work.	X: Number of Personnel provided within the agreed timeframe. Y: Number of Personnel requested within the agreed timeframe. % Personnel provided within the agreed timeframe = X * 100 / Y	Quarterly	Quarterly	Resource range: Applicable to all profiles defined in the Agreement and Schedule 16 (Key Contractor Personnel).	Total recurring fees for all contracted services.
Team Stability	**KPI**	**N/A**	**N/A**	**Resource Turnover Rate is below 10% or equal to max. 1 person if the Contractor Personnel consist of less than 10 Personnel members.**	To minimize any disruption to ongoing operations.	Percentage of Key Personnel who leave the Service delivery while on an engagement with UNHCR (unless mutually agreed leave, i.e. both UNHCR and the Contractor agree from the moment that the issue is raised that the Key Personnel member can be replaced without impacting the Service delivery. Key Personel which UNHCR would prefer to keep but accepts to replace are not considered as mutually agreed leave).	Resource Turnover Rate = (Number of Key Personnel attritions experienced (excluding mutually agreed exits between UNHCR and the Contractor and attritions due to Force Majeure Events) / Average number of Key Personnel members utilized) over a calendar year.	Calendar Year	Yearly	Resource Range: Contractor Personnel providing Services during the Measurement Interval, excluding planned exits mutually agreed by UNHCR and the Contractor and exits due to Force Majeure Events.	Total recurring fees for all contracted services.
On-time Reporting	**GPI**	**N/A**	**N/A**	**98% of Reports delivered on time within the Measurement Interval. 100% of SLA Reports delivered on time within the Measurement Interval.**	Maintain UNHCR's visibility into the Contractor's Service delivery. To ensure that the Contractor provides all SLA Reports on time.	% of SLA Reports received on time = (Number of SLA Reports on time / Total number of SLA Reports that should have been submitted)	Report delivery contact	Monthly	Monthly	All SLA Reports to be delivered under the Agreement.	Total recurring fees for all contracted services.
Total		**0%**	**0.00%**								

UNHCR

Cross Functional Services SLAs

SLA Types:

CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan

KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan

GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Target					Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
Problem Management, Root Cause Analysis, and Proposed Remediation Plan	**KPI**	**N/A**	**N/A**	**C1** **95% within 5 days; 100% within 10 days**	**C2** **95% within 10 days; 100% within 15 days**	**N/A**	**N/A**	**N/A**	To ensure a consistently prompt resolution of Problems.	The time taken for root cause analysis to be completed and an appropriate remediation plan to be proposed for the relevant Service Level and criticality.	Support management system used by the Contractor or other automated data sources as agreed between the Parties.	Monthly	Monthly	All Infrastructure Support and Maintenance Incidents.	Total recurring fees for all contracted services.
Change Request Response Time	**KPI**	**N/A**	**N/A**	**Emergency** **1 hour**	**Major** **4 hours**	**Standard** **8 hours**	**Minor** **16 hours**	**N/A**	To ensure a consistently prompt response time once Global Service Desk issues a Work Request to the Contractor.	The time from when a Work Request is received at the Contractor, to the time the Contractor responds confirming to the originator that the Work request has been assigned to the appropriate functional or technical resource and is being worked on.	UNHCR ITSM Application	Monthly	Monthly	All Work Requests	Total recurring fees for all contracted services.
Change Request Implementation Status	**KPI**	**N/A**	**N/A**	**Emergency** **1 hour**	**Major** **8 hours**	**Standard** **8 hours**	**Minor** **8 hours**	**N/A**	To ensure a consistently prompt status update on change implementation outcome.	The time from when a change implementation is completed, to the time the Contractor responds confirming to the originator that the Work Request has been executed.	UNHCR ITSM Application	Monthly	Monthly	All Work Requests	Total recurring fees for all contracted services.
Change Plan Response Time	**KPI**	**N/A**	**N/A**	**Emergency** **95% within 2 hours; 100% within 1 day**	**Major** **95% within 4 hours; 100% within 2 days**	**Standard** **95% within 8 hours; 100% within 4 days**	**Minor** **95% within 16 hours; 100% within 8 days**	**N/A**	To ensure a consistently prompt response time for change plans requested by Global Service Desk.	The time taken for a Work Request to be fully analysed, estimated, and priced and a proposed change plan ready for presentation to the Change Advisory Board (CAB).	UNHCR ITSM Application	Monthly	Monthly	All Work Requests	Total recurring fees for all contracted services.
Asset Management Completeness	**KPI**	**N/A**	**N/A**	**Year 1** **95%**	**Year 2** **96%**	**Year 3** **97%**	**Year 4** **98%**	**Year 5** **99%**	To ensure a complete and accurate accounting for UNHCR assets.	Percent completeness and accuracy of data contained in the asset repository.	UNHCR ITSM Application	Quarterly	Quarterly	All Data Center assets. All Headquarters assets with on-site Contractor personnel.	Total recurring fees for all contracted services.
Configuration Management Completeness	**GPI**	**N/A**	**N/A**	**Year 1** **95%**	**Year 2** **96%**	**Year 3** **97%**	**Year 4** **98%**	**Year 5** **99%**	To ensure CIs in the CMDB are consistently and accurately maintained	Percent of major CI exceptions in Configuration Management System	UNHCR ITSM Application	Quarterly	Quarterly	All Data Center assets. All Headquarters assets with on-site Contractor personnel.	Total recurring fees for all contracted services.
Total		**0%**	**0.00%**												

UNHCR

Project Services SLAs

SLA Types:

CPI - Critical Performance Indicators. Not meeting a CPI results in the following actions: 1) Service Level Credits; 2) escalation to a contracting officer; and 3) formal recovery plan

KPI - Key Performance Indicators. Not meeting a KPI results in the following actions: 1) escalation to a contracting officer; and 2) formal recovery plan

GPI - General Performance Indicators. GPI-designated service levels are for reporting purposes only

Description	SLA Type	Service Credit %	% of Invoice	Service Level Target	Objective	Definition	Data Capture	Measurement Interval	Reporting Period	Scope	Calculation Base
On-budget Project Completion	**GPI**	**N/A**	**N/A**	**Project or enhancement is completed within less than 10% deviation from the mutually agreed Project budget according to the estimation process as mutually agreed by the Parties.**	Ensure Infrastructure Development projects are completed within the budget specified in the Statement of Work, without sacrificing the integrity or quality objectives of the Statement of Work.	Actual project costs upon completion will be reported and compared to the forecasted project costs in the Statement of Work.	Using a mutually agreed upon project management tool, the Contractor will gather project costs and report on them during regularly scheduled management meetings and during the monthly reporting process.	Measurement occurs at the end of each individual project using the mutually agreed project budget as it may be amended through the Change Control Procedure.	Monthly. Aggregated and consolidated reports will be provided.	Resource Range: Covers all Time and Materials projects (Infrastructure Developments) with a duration exceeding 80 hours agreed with UNHCR in a Statement of Work as may be amended through the Change Control Procedure.	Total recurring fees for all contracted services.
On-time Project Completion	**GPI**	**N/A**	**N/A**	**Project or enhancement is completed within 10% deviation from project milestone timeframes agreed in the Statement of Work for projects less than six (6) months in duration and within 8% deviation from project milestone timeframes agreed in the Statement of Work for projects longer than six (6) months in duration.**	Ensure Infrastructure Development project milestones, as mutually agreed upon, are completed within the timeframe specified, without sacrificing the integrity or quality objectives of the project.	Actual project completion time will be reported and compared to the forecast project completion time contained in the Statement of Work.	Using a mutually agreed upon project management tool, the Contractor will gather and report on project timelines during regularly scheduled management meetings and the monthly reporting process.	Measurement occurs at the planned project completion date as established in the Statement of Work. In no case shall the allowable variance be less than one Business Day.	Monthly. Aggregated and consolidated reports will be provided.	Covers all Time and Materials and Fixed Price Infrastructure Development projects.	Total recurring fees for all contracted services.
Total		**0%**	**0.00%**								